



Voice Mail Conversion – SIMON to Aura (Olympia campus) Frequently Asked Questions for Telecommunications Coordinators

When does CTS plan on transitioning users from SIMON to Aura?

The first cutover is tentatively planned for May 23, 2012, with all users moved by June 30, 2012. The cutovers will occur by prefix (407, 725, 664, etc.). This schedule will be shared with telecommunications coordinators in early May.

Will orders have to be placed to disconnect the SIMON mailboxes and install the new mailboxes?

No. CTS will issue all disconnect and installation orders required for changing to Aura.

What types of mail boxes will be available on the new system?

There will be two types of mail boxes available:

- Standard – Cost will be \$3.83 per mail box. The features available in a standard mail box will be consistent with a standard SIMON mail box today.
- Premium – Cost will be \$5.00 per mail box. In addition to standard features, premium mail boxes will include voice mail to email, a speech attendant and extra storage.

What is the telecommunications coordinator's role for the change to the new voice mail system?

Telecommunication Coordinators will be asked –

- To change to the new system during the first phase of the changeover. This should allow familiarization with the new system and will position telecommunications coordinators to be able to answer user questions.
- If they want EVM (voice mail to email) added to their existing SIMON mail box to allow them to convert user voice mail messages to email. Telecommunications coordinators can decide if they want to offer saved message conversion to their users.
- To work with CTS to coordinate user conversion to the new voice mail system to include notifying users of conversion schedules and distribution of training documents and other user information.
- To be the single point of contact with CTS for any new voice mail system issues. CTS will provide telecommunications coordinators with an Aura Messaging Help Desk number until the conversion to Aura Messaging is completed.

Will training on the new system be available?

Yes, CTS will be providing startup documents, user guides and a training video. These are targeted for distribution to telecommunications coordinators around the middle of May.

Will 800-49-STATE work with the new voice mail system?

Yes.

What happens if a user does not get his/her new mail box set up/initialized before the change to the new system?

Callers will hear a system greeting but will still be able to leave a message. Users will be required to initialize their mailbox before accessing messages in Aura.

What will happen to voice mail messages if a user is out/on vacation when the change to the new system occurs?

Users will have one week before and five days after changing to the new system to process any SIMON voice mail messages. All SIMON voice mail messages will be lost after the five-day grace period.

How will users access their new voice mail box?

- Existing voice mail access buttons on the user's telephone will be automatically changed during the conversion to route to the new voice mail system.
- External access will require users to dial the new voice mail system access number and then press # and enter their 10 digit mail box number (area code plus phone number). Easy access (dial your number and press 7) will not work on the new system.

Will message waiting lights work on the new system?

Yes. However, any new messages received in the user's SIMON mail box during the five days after changing to the new system will also activate the message waiting light.

Users will need to check for new messages in SIMON if the message waiting light is on and there are no new messages in the user's Aura mail box. The message waiting light will only be activated by SIMON if the new message has been forwarded from another SIMON voice mail box or the caller dialed the SIMON system access number.

To access the user's SIMON mail box after changing to Aura, the user should:

- Dial the SIMON system access number (902-1111 or 725-6999)
- Press #
- Enter their 5 digit telephone number
- Enter their SIMON password

Who do I call if we have problems during the cutover?

CTS will provide telecommunications coordinators with a specific help desk number to use during this transition. After the project is complete, any problems should be directed to the CTS Service Desk at 360-753-2454 or Servicedesk@cts.wa.gov.